

# SUCCESS

## WHAT IS SUCCESS?

FSSA is committed to better serving its clients; the eligibility modernization is a tool that will allow the agency to do so. Through the RFP process, FSSA has applied both internal and external expertise to develop a proposed structure that will work for Indiana. In Indiana, success will mean:

### • Better service to clients

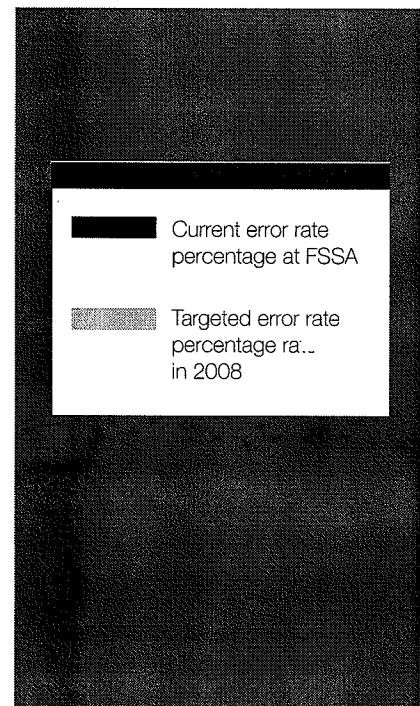
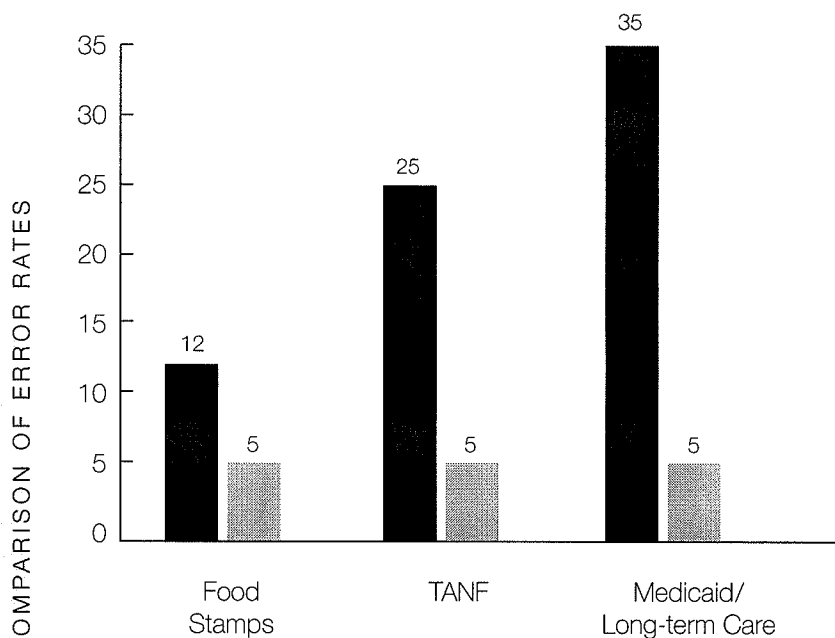
- User-friendly entry points into FSSA's system
- Convenient access into FSSA's services
- Accurate and timely eligibility determinations and verifications
- Social work expertise available to clients, especially the most vulnerable

### • Promotion to self-sufficiency

- Provide assistance to vulnerable populations when needed and assist people in providing for themselves
- Maximize time spent in productive workforce activities, and minimize administrative bureaucracy

### • An accurate and accountable system

- Greater efficiency and effectiveness of both technology and business processes
- Lower error rates
- Faster eligibility determinations
- Less fraud and abuse
- Fewer lawsuits



## BETTER SERVICE TO CLIENTS

FSSA aims to improve service to clients. A modernized eligibility system would offer clients more opportunities to access FSSA services at their convenience, not at the convenience of the state or its employees. Today, it is often difficult for the client to reach or meet with their caseworker to facilitate an application, changes or re-determinations. Implementing a connected statewide view of all cases allows clients to interact with the agency at the nearest convenience location and any available staff member.

As clients become familiar with a new system, they will find it much easier and quicker to interact with FSSA. The client will have many more locations where they can receive assistance, get questions answered and drop off supplemental information. They can access the system via an automated phone system or Internet 24 hours a day, 7 days a week. Local organizations may assist clients in a comfortable setting. Finally, clients will interact with a much more consistent eligibility process - one that can respond more quickly and deliver services more efficiently.

## PROMOTION TO SELF-SUFFICIENCY

An important goal of modernizing the eligibility process is to help those who are truly in need and provide temporary financial assistance to people who will eventually attain economic self-sufficiency through work. Time spent in job search activities and should be maximized, while time spent in administrative bureaucracy should be minimized.

FSSA must partner with a vendor through the RFP to help the agency achieve the 50 percent work participation goal outlined by the federal government. As caseworkers are relieved of many manual, administrative tasks, they can apply their social work expertise to assist TANF recipients

to develop self-sufficiency plans, which include action steps like arranging childcare, earning a GED, applying for jobs, and volunteering at a local Indiana Manpower Comprehensive Training (IMPACT) site.

FSSA seeks to meet its obligation to provide the appropriate instruction and motivation to recipients, enabling them to achieve self-sufficiency. Besides improved business processes, a vendor would assist FSSA in meeting this obligation by offering the state access to national expertise and best practices to augment policy initiatives related to TANF and other strategies.

## AN ACCURATE AND ACCOUNTABLE SYSTEM

As indicated in this report, the State of Indiana has had difficulty abiding by the federal guidelines and performance measures for many public assistance programs. FSSA has often failed to hold itself accountable for the actions of its employees and administration of its programs. However, FSSA believes that the improved business processes and enhanced technology will save time and enable appropriate resources to be applied to meet these requirements. Frequent and effective training programs and opportunities for employees will also be a requirement for success.

FSSA recognizes that government is an integral part of a successful intake modernization and that the agency has a huge responsibility for ensuring that partners deliver high quality service for our clients. Accordingly, FSSA maintains the responsibility for working with all vendors to guarantee that solutions fit the needs of Hoosiers and vendors are held accountable for the highest degree of service.

FSSA should modernize its eligibility system so that clients, taxpayers and other stakeholders enjoy a 21st century model of customer care.

## FOOTNOTES

- 1** Internal information collected from FSSA Human Resources. July 2006.
- 2** Indiana Family and Social Services Administration, Diagnostic Review, KPMG June 2005.
- 3** SBOA TANF Special Audit Project, March 22, 2006. Page 7.
- 4** Indiana 2005 Management Evaluation Year End Report.
- 5** Indiana 2005 Management Evaluation Year End Report – Program Integrity Section, DFR, Dec. 28, 2005. Page 5.
- 6** Indiana Client Eligibility System (ICES) extract report from Cognos. Caseloads. June 2006.
- 7** ICES extract report from Cognos. Outstanding Alerts for Active/Inactive Workers. June 8, 2006. Report GCL010RA
- 8** Analysis of Indiana Quality Control Data – Food Stamp Program FFY 2005. Page 6.
- 9** Medicaid Pilot Project Fiscal Year 2005. Page 4.
- 10** State Board Of Accounts (SBOA) TANF Special Audit Project, March 22, 2006. Page 7.
- 11** Misspent Food Stamps Dollars FFY 2005.
- 12** Food Stamps Claims Paid in FFY 2005. June 9, 2006.
- 13** United States Food and Nutrition Service (FNS). Extract Report. FFY 2005.
- 14** TANF Datawarehouse. DFR Office of Management. Reports from 2000-2006.
- 15** Thornton vs. Hamilton.
- 16** ICES extract from Cognos. Data report GRP509RC. June 2006.
- 17** FSSA Customer/Caseworker Service Satisfaction Baseline Assessment – The McCormick Group. Dec. 22, 2005
- 18** Food Stamps Program Access Study – Economic Research Service USDA Nov. 2004. Pages 4-9.
- 19** FSSA Customer/Caseworker Service Satisfaction Baseline Assessment – The McCormick Group. Dec. 22, 2005.
- 20** FSSA Internal Investigations. FSSA Compliance Division. Report submitted to DFR. Fall 2005.
- 21** ICES extract report from Cognos. Outstanding Alerts for Active/Inactive Workers. June 8, 2006. Report GCL010RA.
- 22** Survey of Indiana Residents Receiving Benefits – Survey Research Center at IUPUI, January 2006. Page 11.
- 23** Survey of Indiana Residents Receiving Benefits – Survey Research Center at IUPUI, January 2006. Page 11-12.
- 24** Florida's Modernization Initiative – As presented to federal and state partners, Feb. 28, 2006. Slides 18 and 25.
- 25** Indiana MEQC Project - FFY 2003. Eligibility Review and Asset Sheltering Study. October 2004.